

DOCKET FILE COPY ORIGINAL

OCT 2 3 2013

FCC Mail Room

NORTHERN DIVISION

ONE ARMSTRONG PLACE • BUTLER, PA 16001 • 724-283-0925 • Fax 283-9655

October 11, 2013

VIA OVERNIGHT DELIVERY

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, S.W.
Washington, DC 20554

RE:

WC Docket No 10-90, GN 09-51, WC Docket 07-135, WC Docket 05-337, CC Docket No. 01-92, CC Docket 96-45, WC Docket No. 03-109 and WT Docket No. 10-208, ETC Federal High Cost Support and Life Line Program Support, FCC Form 481 Submission

Dear Ms. Dortch:

Armstrong Telephone Company – Northern Division ("NAME"), a privately-held rate of return carrier receiving high cost support, respectfully submits its FCC Form 481 to the Commission in compliance with 47 C.F.R. §§ 54.313 and 54.422. This information has also been supplied to the Public Service Commission of West Virginia and USAC as outlined in the above referenced Docket Numbers

Please feel free to contact me with any questions regarding this particular matter.

Sincerely,

James W. Ranko

Enclosures

.cc Public Service Commission of West Virginia

Jum AW Shart

No. of Copies rec'd 0+2 List ABCDE

300000000000000000000000000000000000000	m 481 - Carrier Annual Reporting Hection Form	FCC Form 48 CM8 Contro JUY 2013	11 v. 3050-0586/6Mb Comral No. 3050-0815
<010>	Study Area Code	200267	
<015>	Study Area Name	ARMSTRONG TEL. CO.	Received & Inspected
<020>	Program Year	2014	OCT 2 3 2013
<030>	Contact Name: Person USAC should contact with questions about this data	James W Ranko	FCC Mail Room
<035>	Contact Telephone Number: Number of the person identified in data line <03	724-283-0925 >>	
<039>	Contact Email Address: Email of the person identified in data line <030>	jranko@agoc.com	
ANNUA	L RÉPORTING FOR ALL CARRIERS		54,313 54,422 Completion Completion Required Required
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete)
<200> <210>	Outage Reporting (voice)	(complete attached worksheet) if no outages to report	
<300> <310> <320> <330>	Unfulfilled Service Requests (voice) Detail on Attempts (voice) Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)	0 (attach descriptive document) 0 (attach descriptive document)	
<400> <410> <420> <430> <440> <450>	Number of Complaints per 1,000 customers (void Fixed 1.29 Mobile 0.0 Number of Complaints per 1,000 customers (bro Fixed Mobile 0.0		
<500> <510> <600> <610> <700> <710> <800> <1010> <1100> <1110> <1110>	Service Quality Standards & Consumer Protection 200267wv510 Functionality in Emergency Situations 200267wv610 Company Price Offerings (voice) Company Price Offerings (broadband) Operating Companies and Affiliates Tribal Land Offerings (Y/N)? Voice Services Rate Comparability Terrestrial Backhaul (Y/N)? Terms and Condition for Lifeline Customers	n Rules Compliance (check to indicate certification) (attached descriptive document) (check to indicate certification) (attached descriptive document) (complete attached worksheet) (complete attached worksheet) (if yes, complete attached worksheet) (check to indicate certification) (attach descriptive document) (if not, check to indicate certification) (complete attached worksheet) (complete attached worksheet)	
<2000> <2005>	Price Cap Carriers, Proceed to Price Cap Additio Including Rate-of-Return Carriers affiliated with		
<3000> <3005>	Rate of Return Carriers, Proceed to <u>ROR Addition</u>	nal Documentation Worksheet (check to indicate certification) (complete attached worksheet)	

1	ervice Quality Improvement Reporting Ollection Form				FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 200267				
<015>	Study Area Name ARMSTRONG TEL.	co.			
<020>	Program Year 2014				
<030>	Contact Name - Person USAC should contact regarding this data James W	Ranko			
<035>	Contact Telephone Number - Number of person identified in data line <030> 724-28	63-0925			
<039>	Contact Email Address - Email Address of person identified in data line <030> irank	ko@agoc.com			
<110>	Has your company received its ETC certification from the FCC?	(yes / no)	0	•	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	0	<u>O</u>	
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your compa CETC which only receives frozen support, your progress report is only required to address voice telephony service.	iny is a			
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.		Name	of Attached	Document (.pdf)
<113>	Maps detailing progress towards meeting plan targets]		
<114>	Report how much universal service (USF) support was received]		
<115>	How (USF) was used to improve service quality				
<116>	How (USF)was used to improve service coverage		1		
<117>	How (USF) was used to improve service capacity]		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.)		

(200) Service Outage Reporting (Voice)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
	_ 4	July 2013

<010>	Study Area Code	200267				
<015>	Study Area Name	ARMSTRONG TEL. CO.				
<020>	Program Year	2014				
<030>	Contact Name - Person USAC should contact regarding this data	James W Ranko				
<035>	Contact Telephone Number - Number of person identified in data line <030> 724-283-0925					
<039>	Contact Email Address - Email Address of person identified in data line <030> jranko@agoc.com					

<220>	<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>></d>	<e></e>	<f></f>	<g></g>	<h>></h>
	NORS									Did This Outage		
	Reference		Outage Start	-		Number of		911 Facilities	Service Outage	Affect Multiple	forte for a	
	Number	Date	Time	Date	Time	Customers Affected		Affected	Description (Check		Service Outage	Preventative
	ļ						Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
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200	ce Offerings including Voice Rate Data lection Form		CC Form 481 IMB Control No. 3060-0986/OMB Control No. 3060-0819 IJY 2013
<010>	Study Area Code	200267	
<015>	Study Area Name	ARMSTRONG TEL. CO.	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	James W Ranko	
<035>	Contact Telephone Number - Number of person identified in data line <030>	724-283-0925	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jranko@agoc.com	

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<703>

≪a1>	≤22>			cb2>		chite	Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fe
								
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				See att	ached worksheet			
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<010>	Study Area Code	200267				
<015>	Study Area Name	ARMSTRONG TEL. CO.				
<020>	Program Year	2014				
<030>	Contact Name - Person USAC should contact regarding this data	James W Ranko				
<035>	Contact Telephone Number - Number of person identified in data line <030> 724-283-0925					
<039>	Contact Email Address - Email Address of person identified in data line <030> jranko@agoc.com					

State	<a2> Exchange (ILEC)</a2>	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance	Usage Allowance Action Taken Wher Limit Reached (selec
State	Exchange (ILLC)	nestwentist nate	, ves	Total Nate and Tees	(терз)	ориса орсса (мара)	(00)	cinic negenco (sene
		- 						
		Se	e attached					
			sheet					
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		 			<u> </u>			
		 						

(800) Op	erating Companies				FCC Form 481
138 (A) 8 (4.47)	lection Form				OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		200267		-
<015>	Study Area Name		ARMSTRONG TEL. CO		
<020>	Program Year		2014		
<030>		USAC should contact regarding this data	James W Ranko		
<035>	Contact Telephone Nurr	ber - Number of person identified in data line <0	30> 724-283-0925		
<039>		Email Address of person identified in data line <		OPA COLOR	
<810>	Reporting Carrier	Armstrong Tel. Co.			
<811>	Holding Company	Armstrong Group of Companies			
<812>	Operating Company	Armstrong Tel. Co.			
<813>				592 >	<a3></a3>
		Affiliates		SAC	Doing Business As Company or Brand Designation
			Sec	ttached works	heet
			000 0	Lacrica Works	
				 	
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A CANADA STATE OF STATE OF	bal Lands Reporting Jection Form	FCC Form 481 OIMB Control No. 3060-0986/OMB Control No. 3060-0819
	And the second s	Júly 2013
<010>	Study Area Code	200267
<015>	Study Area Name	ARMSTRONG TEL. CO.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	James W Ranko
<035>	Contact Telephone Number - Number of person identified in data lin	e <030> 724-283-0925
<039>	Contact Email Address - Email Address of person identified in data lin	e<030> jranko@agoc.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	
\3202	That Government Engagement Obligation	Name of Attached Document (.pdf)
		· · ·
	If your company serves Tribal lands, please select (Yes,No, NA) for	
	each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal	
	government pursuant to § 54.313(a)(9) includes:	
	government pursuant to 9 34.315(a)(3) includes.	
		Select
		(Yes,No,
		NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	
\ JZJ/	compliance with tribal pusitiess and dicensing requirements.	

100000000000000000000000000000000000000	o Terrestrial Backhaul Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	200267
<015>	Study Area Name	ARMSTRONG TEL. CO.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	James W Ranko
<035>	Contact Telephone Number - Number of person identified in data line <030>	724-283-0925
<039>	Contact Email Address - Email Address of person identified in data line <030>	jranko@agoc.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

Lifeline	rms and Condition for Lifeline Customers ection Form			FCC Form 481 OMB Control No. 3068-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		200267	
<015>	Study Area Name		ARMSTRONG TEL, CO.	
<020>	Program Year		2014	
<030>	Contact Name - Person USAC should contact regarding this data		James W Ranko	
<035>	Contact Telephone Number - Number of person identified in data lin	ne <030>	724-283-0925	
<039>	Contact Email Address - Email Address of person identified in data lin	ne <030>	jranko@agoc.com	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		200267wv1210 Jame of attached document (.pdf)	
<1220>	Link to Public Website	НТТР		
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:			
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	~		
<1222>	Details on the number of minutes provided as part of the plan,	V		
<1223>	Additional charges for toll calls, and rates for each such plan.	Ø		

10/10/2013

Data Col	ice Cap Carrier Additional Documentation ection Form Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Form 481 OMB Control No., 3060-0986/OMB Control No. 3060-0819 July 2013,
		2000	
<010>	Study Area code	00267	· · · · · · · · · · · · · · · · · · ·
<015>	· · · · · · · · · · · · · · · · · · ·	RMSTRONG TEL. CO.	
<020>	**	014	
<030>		724-283-0925	
<035> <039>	Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030>	724-283-0925 jranko@agoc.com	
CHECK t	ne boxes below to note compliance as a recipient of Incremental Connect Ame	rica Phase I support, frozen High Cost support, High Cost support to offset a (e) the information reported on this form and in the documents attached b	=
<2010>	Incremental Connect America Phase reporting 2nd Year Certification (47 CFR § 54.313(b)(1))		
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification		
<2013>	2014 Frozen Support Certification		
<2014>	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
	Price Cap Carrier Connect America (CC Support {47 CFR § 54.313{d}}		
<2016>	Certification Support Used to Build Broadband		
	Connect America Phase Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification		
<2018>	5th year Broadband Service Certification		
<2019>	Interim Progress Certification		,
<2020>	Please check the box to confirm that the attached PDF, on line 2021,		
	contains the required information pursuant to § 54,313 (e)(3)(ii), as a	recipient	·
	of CAF Phase II support shall provide the number, names, and address	ses of	
	community anchor institutions to which began providing access to bro service in the preceding calendar year,	padband	
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information	
-2021		The strategy parametre rading regarded into matter	

(anasi	ate Of Return Carrier Additional Documentation		FCC Form 483
Data Col	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
N 100 PK			July 2013
<010>	Study Area Code 200267		•
<015>		G TEL. CO.	
<020>	Program Year 2014		
<030>	Contact Name - Person USAC should contact regarding this data Jar Contact Telephone Number - Number of person identified in data line <030>	nes W Ranko 724-283-0925	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jranko@agoc.com	
CHECK t	he boxes below to note compliance on its five year service quality plan (pursua		
	CFR § 54.313(f)(2), i further certify that	the information reported on this form and in the documents attach	ed below is accurate.
	Progress Report on 5 Year Plan		
(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i))	Name of Attached Document Listing Required Information	
	Please check this box to confirm that the attached PDF, on line 3012,		
	contains the required information pursuant to § 54,313 (f)(1)(ii), as a		
(3011)	recipient of CAF Phase II support shall provide the number, names, and		
	addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
	access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions (47 CFR § 54,313(f)(1)(ii))	Name of Attached Document Listing Required Information	
	Is your company a Privately Held ROR Carrier (47 CFR § 54,313(f)(2))		(Ye:/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017,		(Yes/No)
	contains the required information pursuant to § 54,313(f)(2) compliance		
	requires:		n-t-man
(3015)	Electronic copy of their annual RUS reports (Operating Report for		
	Telecommunications Borrowers)		[7]
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3017)	If the response is yes on line 3014, attach your company's RUS annual		
(3018)	report and all required documentation If the response is no on line 3014, is your company audited?	Name of Attached Document Listing Required Information	(Yes/No)
(3010)			(fes/ito)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains		
	:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report		
,	in a format comparable to RUS Operating Report for Telecommunications		
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3021)	Management letter issued by the independent certified public accountant		[7]
(3021)	that performed the company's financial audit.		
	If the response is no on line 3018, please check the boxes below		
	to confirm your submission, on line 3026 pursuant to § 54.313(f)(2),		en e
	contains; Copy of their financial statement which has been subject to review by an		
(2022)	independent certified public accountant; or 2) a financial report in a		<u></u>
(3022)	format comparable to RUS Operating Report for Telecommunications		
	Borrowers,		
(3023)	Underlying information subjected to a review by an independent certified public accountant		
(3024)	Underlying information subjected to an officer certification.		
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3026)		Name of Americal December 1997 - December 1997	200267wv3026
(3020)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

190 St. N. St. St. St. St. St. St. St. St. St. St	ion - Reporting Carr ection Form	ler FCC Form 481 OMB Control No. 3060-0996/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	200267
<015>	Study Area Name	ARMSTRONG TEL. CO.
<020>	Program Year	2014
<030>	Contact Name - Pers	on USAC should contact regarding this data James W Ranko
<035>	Contact Telephone N	lumber - Number of person identified in data line <030> 724-283-0925
<039>	Contact Email Addre	ss - Email Address of person identified in data line <030> jranko@agoc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or U Recipients certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: ARMSTRONG TEL. CO. CERTIFIED ONLINE 10/10/2013 Signature of Authorized Officer: Date Printed name of Authorized Officer: James Mitchell Title or position of Authorized Officer: Vice President Telephone number of Authorized Officer: 7242830925 Filing Due Date for this form: 10/15/2013 200267 Study Area Code of Reporting Carrier: Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Certification - Agent / Carrier	FCC Form 481	
Data Collection Form	July 2013	3960-9986/OMB Control No. 3060-0819

<010>	Study Area Code	200267
<015>	Study Area Name	ARMSTRONG TEL. CO.
<020>	Program Year	2014
<030>	Contact Name - Person USAC sho	uld contact regarding this data James W Ranko
<035>	Contact Telephone Number - Nui	mber of person identified in data line <030> 724~283~0925
<039>	Contact Email Address - Email Ad	dress of person identified in data line <030> jranko@agoc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

TO BE COMPLETED BY THE AUTHORIZED AGENT:

for universal service support recipients on behalf of the reporting carrier; I have provided
my knowledge, the information reported herein is accurate.
Date:
te for this form:

Attachments

	***		1870	4.00	9555	Aught Cam.	Sec. 20.
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FCC Form 481.

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - En	nail Address of person identified in data line <030> jranko@agoc.com
<810>	Reporting Carrier	Armstrong Tel. Co.
<811>	Holding Company	Armstrong Group of Companies
<812>	Operating Company	Armstrong Tel. Co.

(f8)	<a2></a2>	
Affiliates	SAC	Doing Business As Company or Brand Designation
Armstrong Tel of MD	180216	Armstrong Telephone Company-Maryland
Armstrong Tel Co-NY	150071	Armstrong Telephone Company-New York
Armstrong Tel Co-PA	170189	Armstrong Telephone Company-Pennsylvania
Armstrong of WV	200256	Armstrong Telephone Company-West Virgini
Armstrong Tel Co-NO	170195	Armstrong Telephone Company-North
Armstrong Telecommunications, Inc.		Armstrong Telecommunications, Inc.
Armstrong Digital Services, Inc.		Armstrong Digital Services, Inc.

ONE ARMSTRONG PLACE • BUTLER, PA 16001 • 724-283-0925 • Fax 283-9655

§54.313(a)(5) - COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3)Armstrong Telephone Company – Northern Division ("the Company") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. The Company provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. The Company also conducts subscriber outreach regarding CPNI by periodically placing CPNI explanation messages into subscriber's bills and also has signage in its business office regarding CPNI rules and regulations. In addition the Company trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

Name of Officer (Print)	James D. Mitchell
.	
Title:	Vice President
Signature	Alies & Whilele
	1. m. 1
Date:	10/7/13

ONE ARMSTRONG PLACE • BUTLER, PA 16001 • 724-283-0925 • Fax 283-9655

§54.313(a)(6) – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

I am authorized to provide this certification on behalf of Armstrong Telephone Company-Northern Division (the "Company"). I hereby certify that, to the best of my knowledge, the Company is capable of functioning in emergency situations. The Company has a reasonable amount of back-up power to ensure functionality of voice services without a commercial power source. The company's specific back-up power sources are, lead calcium batteries, gel cell batteries, fixed AC and DC natural/LP gas generators, fixed AC and DC gasoline/diesel generators and portable gasoline generators. The Company is able to reroute voice traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. If there is a failure of the Company's main route, voice traffic is automatically rerouted to the back-up route.

Name of Officer (Print)	James D. Mitchell
Title:	Vice President
Signature	Som & Mutell
Date:	10/1/3

(Corporate Name)

Section

3

Original Leaf No.

Second Revised Leaf No.

<u> 16</u>

Superseding First Revised Leaf No.

LOCAL EXCHANGE RATES AND REGULATIONS

3. TEL-ASSISTANCE SERVICE (CONT'D)

Rates (cont'd)

Tel-Assistance subscribers are not required to pay the Federal Subscriber Line Charge.

A first-time Tel-Assistance subscriber may, at his or her option and for a period of 120 days following the commencement of his or her Tel-Assistance Service, change back to the service he or she had immediately prior to commencement of his or her Tel-Assistance service, and the following regulations will be in effect for such changes in service:

No nonrecurring service change charges will apply.

The customer will be billed only the local exchange rates and charges for the time that his or her Tel-Assistance Service was in effect that would have been charged for that period had the subscriber not subscribed to Tel-Assistance service.

4. LOW-INCOME PROGRAMS

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers one (1) low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

A. Lifeline Assistance

1. General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for the following package of services: voice-grade access to the public switched network; voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems; and toll limitation services to qualifying low-income consumers.

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Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0914-T-T dated July 30, 2012, effective August 1, 2012.

P.S.C. No. 3 Telephone

Section

<u>3</u>

17

Original Leaf No. First Revised Leaf No.

Superseding Original Leaf No.

17

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

A. Lifeline Assistance (Cont'd)

2. Regulations

- a) Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all subscribers who participate in one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Low-Income Home Energy Assistance Program (LIHEAP); National School Lunch Program's free lunch program; Temporary Assistance for Needy Families (TANF), or whose household income is below 135% of the Federal Poverty Guidelines for a household of that size.
- b) Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that she/he receives benefits under a program outlined in sub-paragraph (b) (1), above, and must, on that same document, agree to notify the Company if she/he ceases to participate in the program. The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- c)
- d) A subscriber may elect at the time of subscription or later to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0914-T-T dated July 30, 2012, effective August 1, 2012.

Issued June 30, 2012

Effective August 1, 2012

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(D) (D) (Corporate Name)

Section

<u>3</u> Original Leaf No.

Second Revised Leaf No.

<u>18</u>

Superseding First Revised Leaf No.

18

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

A. Lifeline Assistance (Cont'd)

2. Regulations (Cont'd)

- a) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first obtains a waiver from the Commission by demonstrating to the Commission that the Company would otherwise incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in West Virginia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of using a waiver, if granted. The Company may apply for waivers as necessary.
- f) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll limitation from the Company.
- 3. Lifeline Assistance provides a Federal credit of \$9.25 on the subscriber's monthly service bill.

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- 4. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customers' federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- 5. To be eligible for Lifeline Assistance, qualifying customers must subscribe to the lowest priced, basic local exchange service offering that is made available at the subscriber's domicile.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0914-T-T dated July 30, 2012, effective August 1, 2012.

Armstrong Telephone Company-Northern Division (Corporate Name)

P.S.C. No. 3 Telephone

Section

3

Original Leaf No. First Revised Leaf No.

<u> 19</u> 19

Superseding

Original Leaf No.

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

- A. Lifeline Assistance (Cont'd)
 - 6. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.
- B. Link Up
 - 1. General

The Link Up program has been eliminated by the Federal Communications (C) Commission effective April 1, 2012.

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Armstrong Telephone Company-Northern Division

P.S.C. No. 3 Telephone

(Corporate Name)

Section

<u>3</u>

Original Leaf No. First Revised Leaf No.

<u>20</u> 20

Superseding

Original Leaf No.

LOCAL EXCHANGE RATES AND REGULATIONS

4. LOW-INCOME PROGRAMS (CONT'D)

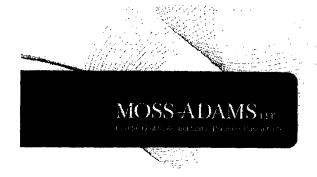
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C. All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-0422-T-T dated April 17, 2012, effective May 6, 2012.



REPORT OF INDEPENDENT AUDITORS

Board of Directors

Armstrong Telephone Company - Northern Division, Inc.

We have audited the accompanying balance sheets of Armstrong Telephone Company – Northern Division, Inc. (Company) as of September 30, 2012 and 2011, and the related statements of income, stockholder's equity, and cash flows for the years then ended. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes consideration of internal control over financial reporting as a basis for designing audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control over financial reporting. Accordingly, we express no such opinion. An audit also includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements, assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Armstrong Telephone Company – Northern Division, Inc. as of September 30, 2012 and 2011, and the results of its operations and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

Moss Adams LLP

Spokane, Washington January 4, 2013



ARMSTRONG TELEPHONE COMPANY – NORTHERN DIVISION, INC. BALANCE SHEETS

ASSETS

	September 30,	
	2012	2011
CURRENT ASSETS		
Cash and cash equivalents	\$ 565,664	\$ 488,226
Subscriber accounts receivable, net of allowance		
of \$7,783 and \$8,065 in 2012 and 2011, respectively	366,227	365,224
Other accounts receivable, net of allowance		
of \$2,485 and \$27,588 in 2012 and 2011, respectively	545,437	551,944
Material and supplies	196,541	199,972
Income tax receivable, parent company	185,867	•
Other current assets	126,416	48,572
Total current assets	1,986,152	1,653,938
PROPERTY, PLANT, AND EQUIPMENT		
Telecommunications plant in service	21,254,364	21,067,642
Nonregulated plant in service	458,112	454,998
Telecommunications plant under construction	17,621	13,304
	21,730,097	21,535,944
Less accumulated depreciation	17,126,496	16,227,232
	4,603,601	5,308,712
	\$ 6,589,753	\$ 6,962,650

ARMSTRONG TELEPHONE COMPANY - NORTHERN DIVISION, INC. BALANCE SHEETS

LIABILITIES AND STOCKHOLDER'S EQUITY

	September 30,	
	2012	2011
CURRENT LIABILITIES		
Accounts payable	\$ 520,332	\$ 316,314
Advance billing	215,735	212,559
Related party notes payable	1,110,000	1,450,000
Income tax payable, parent company	•	111,648
Accrued interest payable	1,243	6,509
Other accrued taxes	27,022	44,057
Other accrued liabilities	190,386	198,294
Total current liabilities	2,064,718	2,339,381
OTHER LIABILITIES AND DEFERRED CREDITS		
Deferred income taxes	558,579	724,740
STOCKHOLDER'S EQUITY Common stock (\$1,000 par value; 250 shares		
authorized, 135 shares issued and outstanding)	135,000	135,000
Retained earnings	3,831,456	3,763,529
	3,966,456	3,898,529
	\$ 6,589,753	\$ 6,962,650

ARMSTRONG TELEPHONE COMPANY – NORTHERN DIVISION, INC. STATEMENTS OF INCOME

	Years Ended S	Years Ended September 30,	
	2012	2011	
Operating revenues			
Wireline			
Customer	\$ 1,618,179	\$ 1,559,632	
Intercarrier			
Interstate	1,036,404	920,402	
Intrastate	1,019,986	1,148,518	
Universal service support - federal	1,619,861	1,986,522	
	5,294,430	5,615,074	
Internet	1,133,684	947,846	
Miscellaneous			
Equipment	111,581	126,628	
Carrier billing and collection	17,844	19,706	
Other	14,777	14,617	
Directory	45,294	54,716	
Uncollectible	14,236	(40,384)	
	203,732	175,283	
Total operating revenues	6,631,846	6,738,203	
Operating expenses			
Plant specific operations	1,632,312	1,472,600	
Plant nonspecific operations	624,740	486,222	
Depreciation	1,084,984	1,406,826	
Customer operations	662,091	698,862	
Corporate operations	1,645,922	1,515,184	
Other operating taxes	190,386	189,807	
Nonregulated	430,326	500,912	
	6,270,761	6,270,413	
Net operating income	361,085	467,790	
Nonoperating income (expense)			
Interest and dividend income	137	559	
Interest expense	(1,603)	(8,376)	
Other nonoperating income (expense)	(1,522)	3,532	
	(2,988)	(4,285)	
Income before income taxes	358,097	463,505	
Income tax expense	(290,170)	(180,221)	
Net income	\$ 67,927	\$ 283,284	
		 	

ARMSTRONG TELEPHONE COMPANY – NORTHERN DIVISION, INC. STATEMENTS OF CASH FLOW

	Years Ended September 30,	
	2012	2011
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income	\$ 67,927	\$ 283,284
Adjustments to reconcile net income to net cash	•	•
from operating activities		
Depreciation	1,084,984	1,406,826
Deferred income taxes	(166,161)	(90,671)
Change in assets and liabilities		
Receivables	5,504	25,275
Material and supplies	3,431	7,499
Other assets	(77,844)	(5,321)
Accounts payable	204,018	(166,314)
Advance billing	3,176	29,136
Income taxes payable/receivable	(297,515)	245,682
Other accrued liabilities	(30,209)	(74,258)
Net cash from operating activities	797,311	1,661,138
CASH FLOWS FROM INVESTING ACTIVITIES		
Net acquisition of nonregulated equipment	(3,114)	(12,267)
Net acquisition of property, plant, and equipment	(397,460)	(550,067)
Proceeds from sale of property, plant, and equipment	20,701	
Net cash from investing activities	(379,873)	(562,334)
CASH FLOWS FROM FINANCING ACTIVITIES		
Payments on related party note payable	(690,000)	(1,275,000)
Proceeds from related party note payable	350,000	
Net cash from financing activities	(340,000)	(1,275,000)
NET CHANGE IN CASH AND CASH EQUIVALENTS	77,438	(176,196)
CASH AND CASH EQUIVALENTS at beginning of year	488,226	664,422
CASH AND CASH EQUIVALENTS at end of year	\$ 565,664	\$ 488,226
•	\$ 303,004	J 400,220
SUPPLEMENTAL DISCLOSURE OF CASH FLOWS INFORMATION		
Cash paid during the year for		
Interest	\$ 6,870	\$ 17,692
Income taxes		
income taxes	\$ 421,500	\$ 148,600